

Date 11/29/10



Environmental Management Consolidated Business Center (EMCBC)

Subject: Travel Card Management Oversight Procedure

Implementing Procedure APPROVED: Signature on File
EMCBC Director
ISSUED BY: Office of Financial Management

1.0 PURPOSE

The purpose of this procedure is to ensure EMCBC compliance with federal and agency travel policies regarding authorized use and responsible management of the government travel charge card.

2.0 SCOPE

This procedure identifies the process for EMCBC oversight of government travel card delinquent payments and misuse.

3.0 APPLICABILITY

This procedure applies to EMCBC personnel responsible for management oversight of government travel charge cards and to all EMCBC staff and serviced-site staff who are cardholders.

4.0 REQUIREMENTS

- 4.1 5 Code of Federal Regulations (CFR), Part 2635, "Standards of Ethical Conduct for Employees of the Executive Branch."
- 4.2 DOE O 552.1A, *Travel Policy and Procedures*
- 4.3 DOE O 3750.1, *Work Force Discipline*
- 4.4 DOE M 552.1-1A, *U.S. Department of Energy Travel Manual*
- 4.5 Department of Energy, Guidance on Responding to Travel and Purchase Card Misuse, January 2003
<http://www.cfo.doe.gov/cf11/aod/travel.html>
- 4.6 Federal Travel Regulation (FTR), 41 CFR 301-302
- 4.7 Deputy Secretary (Bruce Carnes) Memorandum, January 2, 2003, subject: Misuse of Government Travel and Purchase Cards
<http://www.cfo.doe.gov/cf11/aod/travel.html>

- 4.8 Principal Deputy Assistant Secretary for the Office of Environmental Management (Dae Y. Chung) Memorandum, May 6, 2010, subject: Travel Charge Card Delinquencies

5.0 DEFINITIONS & ACRONYMS

- 5.1 Delinquency – a debt on which payment is overdue.
- 5.2 Misuse – includes any improper or fraudulent use of the government travel charge card, including any use at establishments or for purposes that are inconsistent with the official business of the Department of Energy (DOE) or with applicable standards of conduct. Improper use of the government charge card is defined as using the charge card for items or expenses that are not reimbursable as part of official travel or other official duties.
- 5.3 Travel Card Coordinator (TCC) - also known as Agency Program Coordinator (APC): Manages the travel charge card program and functions as the primary liaison between the cardholder (employee), government travel card provider, and Headquarters (HQ) travel organization.

6.0 RESPONSIBILITIES

- 6.1 Director, EMCBC – distributes monthly delinquency and misuse reports received from HQ to the Assistant Director, Office of Financial Management, for designated action. Implements action as necessary to ensure effective EMCBC travel card management oversight as defined in this procedure.
- 6.2 Assistant Director, Office of Financial Management – has primary responsibility for management and oversight of the EMCBC's travel charge card program in compliance with DOE and federal travel requirements.
- 6.3 Travel Card Coordinator - generates and reviews the Delinquencies with Current Balance report each month and notifies delinquent employees/cardholders. The TCC also monitors travel card accounts on an ongoing basis to detect travel card misuse. Will provide guidance and assistance to individual cardholders as required on matters related to their travel card usage and payment issues.
- 6.4 Employees (Cardholders) - use their travel card for official federal government travel only, and pay all charges and fees in full by the billing due date.

7.0 GENERAL INFORMATION – Not Applicable

8.0 PROCEDURE

- 8.1 Travel Card Delinquency and Misuse – Each month at the end of the billing cycle, the TCC will generate and review the Delinquencies with Current Balance report. A memorandum will be sent to the delinquent employees immediately after the TCC's review and notice of delinquency. Employees who are delinquent twice within a 6-

month period will receive a memorandum from the EMCBC Director, and any additional delinquency within the next 6-month period will result in the suspension of the employee's travel card by the TCC. The TCC will monitor accounts on an ongoing basis for travel card misuse. Travel card delinquency and misuse may result in disciplinary action such as reprimand, suspension, or dismissal.

8.2 Method of Oversight for Travel Card Delinquency

- 8.2.1 First Notification of Delinquent Payment - The first notification of delinquent payment will be sent to the employee with a copy to the employee's supervisor. The first notification will be a memorandum initiated by the TCC and signed by the Assistant Director, Office of Financial Management. (See Attachment A)
- 8.2.2 Second Notification of Delinquent Payment - The second notification of delinquent payment within a 6-month period will be initiated by the TCC and sent to the employee with a copy to the employee's supervisor. The memorandum will be signed by the Director, EMCBC. (See Attachment B) The employee will provide the Director, EMCBC, with a written response within five business days as to the circumstances surrounding the delinquency, and when the bill will be paid. The Assistant Director, Office of Financial Management, the TCC, and the employee's supervisor will be copied on this correspondence. The Director, EMCBC will review the employee's written response and determine if further action is required.
- 8.2.3 Third Notification of Delinquent Payment – The third notification of delinquent payment within a 6-month period will result in the suspension or termination of the employee's travel card. The notice will be sent to the employee with a copy to the employee's supervisor and the Office of Human Resources. The notification of suspension or termination of travel card use will be a memorandum initiated by the TCC and signed by the Director, EMCBC.

8.3 Method of Oversight for Travel Card Misuse

- 8.3.1 Notification of Misuse – If charges by the employee are the result of suspected travel card misuse, a notification of travel card misuse will be sent to the employee with a copy to the employee's supervisor, and the Office of Human Resources. The notification will be a memorandum initiated by the TCC and signed by the Assistant Director, Office of Financial Management. (See Attachment C)
- 8.3.2 If the Assistant Director, Office of Financial Management, determines severe travel card misuse, a notification of travel card misuse will be sent to the employee with a copy to the employee's supervisor, Office of Human Resources and Office of Legal Services. This memo will be signed by the Director, EMCBC. The employee will provide the Director, EMCBC, with a written response to the circumstances surrounding the misuse.

8.4 Travel Card Non-Usage

8.4.1 Once a year the TCC will send correspondence to the EMCBC Senior Staff and the Managers at the EMCBC serviced Field Offices requesting that they review the necessity of a government travel card for their employees who have not traveled in a year or more.

8.4.2 At the request of the EMCBC Senior Staff, and the Managers at EMCBC serviced Field Offices, the TCC will cancel any employee travel cards that are not necessary.

9.0 RECORDS MAINTENANCE

All records shall be maintained and stored according to National Archives Record Schedules.

10.0 FORMS USED – Not Applicable

11.0 ATTACHMENTS

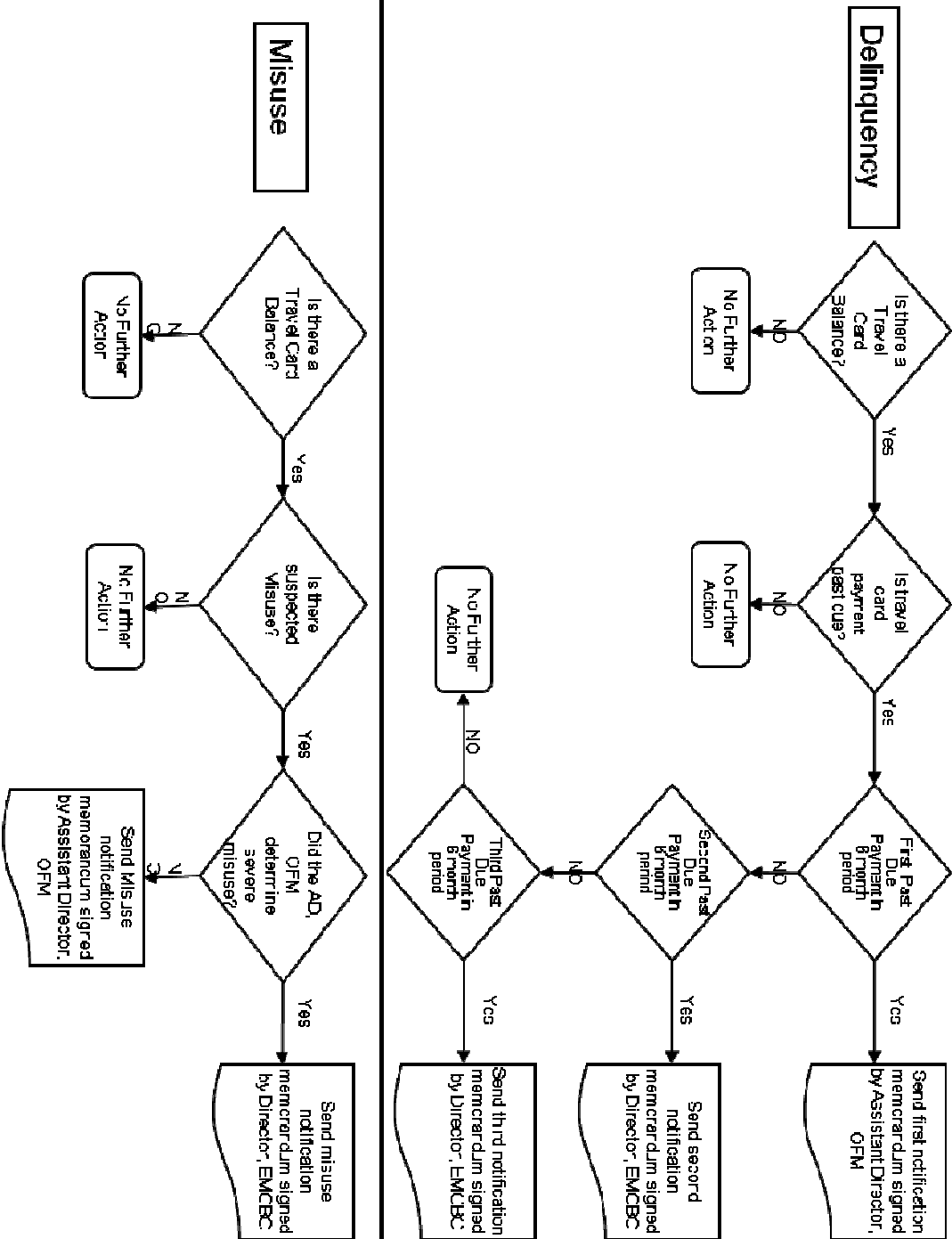
11.1 Attachment A – Example of First Notification of Delinquent Payment Memorandum

11.2 Attachment B – Example of Second Notification of Delinquent Payment Memorandum (within a 6-month period)

11.3 Attachment C – Example of Notification of Misuse Memorandum

12.0 FLOWCHART - Included

Travel Card Management Oversight



Attachment A

EXAMPLE OF FIRST NOTIFICATION OF DELINQUENT PAYMENT MEMORANDUM

EMCBC: ROSS

FIRST NOTIFICATION OF PAST DUE BALANCE ON GOVERNMENT TRAVEL CHARGE CARD

(Employee)

As of the August 2010 statement of travel charge card account delinquencies, you were past due on your J.P.Morgan Chase Government travel charge card account payment. Delinquent travel card payments are unacceptable and repeat offenders (barring extenuating circumstances) will have their government travel charge card privileges revoked. Please resolve your outstanding balance as soon as possible. This notice may be ignored if payment has been remitted.

Employees are required to meet travel charge card payment obligations in a proper and timely manner or be subject to appropriate disciplinary action such as reprimand, suspension, or dismissal. Timely filing of travel vouchers is required by DOE regulation, and failure to submit your voucher timely does not relieve you of personal responsibility for timely travel charge card payments. Failure to make a payment or reach an understanding with J.P.Morgan Chase could result in cancellation of your travel card by J.P.Morgan Chase.

Please contact our Travel Card Coordinator, Debbie Ross, at 513-246-0481 if you have any questions regarding this matter.

(Name)
Assistant Director
Office of Financial Management

cc: Employee's Supervisor

Attachment B

EXAMPLE OF SECOND NOTIFICATION OF DELINQUENT PAYMENT MEMORANDUM
(WITHIN A 6-MONTH PERIOD)

EMCBC: ROSS

SECOND NOTIFICATION OF PAST DUE BALANCE ON GOVERNMENT TRAVEL CHARGE CARD

(Employee)

As of the August 2010 statement of travel charge card delinquencies, your J.P.Morgan Chase Government travel charge card payment has been delinquent twice within a 6-month period. Additional delinquencies within the subsequent six months will result in the suspension of your travel card by the EMCBC Travel Card Coordinator. Payment in full must be made immediately.

It is imperative that employees pay their balance on time and in full each month. Failure to resolve your outstanding balance will result in suspension and scheduled cancellation of your travel card by J.P.Morgan Chase.

Due to the repeat delinquency of this account within a 6-month period, you will need to provide a written response to the Director, EMCBC, within five business days of receipt of this memorandum, with a copy to your supervisor and a copy to the Assistant Director, Office of Financial Management, as to the circumstances surrounding the delinquency and when the bill will be paid.

If payment has been remitted, please notify your supervisor. You may contact our Travel Card Coordinator, Debbie Ross, at 513-246-0481 if you have questions regarding the current status of your account.

Jack Craig
Director, EMCBC

cc:
Employee's Supervisor

Attachment C

EXAMPLE OF NOTIFICATION OF MISUSE MEMORANDUM

EMCBC: ROSS

MISUSE OF GOVERNMENT TRAVEL CHARGE CARD

(Employee)

A review of the charges on your Government issued travel credit card account has revealed a charge(s) in the amount of \$_____ on (date) at (vendor) against your account, (see attached listing for multiple charges). We have no travel records for you during this time period.

In accordance with Department of Energy policy, this is a reminder that your travel charge card is to be used for official government travel only. You are responsible for paying these charges in full. If payment is not made in full, your account could be suspended due to nonpayment. Future instances of inappropriate use of your Government travel card may result in disciplinary action such as reprimand, suspension, or dismissal.

If you have any questions regarding your account, you may contact our Travel Card Coordinator, Debbie Ross, at 513-246-0481.

(Name)
Assistant Director
Office of Financial Management

cc:
Employee's Supervisor
Office of Human Resources

EMCBC RECORD OF REVISION**DOCUMENT**

If there are changes to the controlled document, the revision number increases by one. Indicate changes by one of the following:

I Placing a vertical black line in the margin adjacent to sentence or paragraph that was revised.

I Placing the words GENERAL REVISION at the beginning of the text.

Rev. No.	Description of Changes	Revision on Pages	Date
1	Policy 551-01, Rev. 1 canceled, new IP developed to include more detail of the process	All	10/07/09
2	1.0, changed “policy” to “policies”	1	11/29/10
2	Requirements – add new 4.1 and 4.8, restructure, renumber	1	11/29/10
2	5.1, add definition of Delinquency	2	11/29/10
2	change 5.1 to 5.2, add “(DOE)”	2	11/29/10
2	change 5.2 to 5.3, change “HQ” to “Headquarters (HQ)”	2	11/29/10
2	6.1, add “and misuse”	2	11/29/10
2	6.3, rewrote section	2	11/29/10
2	6.4, delete “will”	2	11/29/10
2	8.1, rewrote section for clarity, update	2	11/29/10
2	8.2.1, delete “more than 30 days old”	3	11/29/10
2	8.2.2, rewrote section to clarify, update	3	11/29/10
2	Added 8.2.3	3	11/29/10
2	8.3.1, add “and the Office of Human Resources”	3	11/29/10

2	9.0, update	4	11/29/10
2	11.1, delete “(more than 30 days)”	4	11/29/10
2	11.2, replace “more than 60 days” with “within a 6-month period”	4	11/29/10
2	12.0, FLOWCHART, update	5	11/29/10
2	Attachment A, rewrote memo	6	11/29/10
2	Attachment B, rewrote memo	7	11/29/10
2	Attachment C, delete “Please be careful not to use this card instead of a personal card.” Add “Office of Human Resources” to be copied on memo	8	11/29/10